

**1COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
SERVICE PLANNING AREA 5**

**QUALITY IMPROVEMENT COMMITTEE
November 05, 2013**

AGENDA

- | | |
|--|------------------|
| I. Welcome and Introductions | Monika/Jessica |
| II. Review of Minutes | All |
| III. Program Announcements | All |
| • SA5 Agency Coordination Trouble Shooter | |
| IV. DMH Updates | Jacquie Wilcoxen |
| V. Quality Assurance | Monika/Jessica |
| • QA Bulletin, October 9, 2013, No. 13-05,
Authorized Registered Nurses | |
| • Community Outreach Services Manual,
December 2010 | |
| • The Best Way To Document Health and
Substance Use, QA, October 7, 2013 | Jacquie Wilcoxen |
| VI. Office of the Medical Director | Monika/Jessica |
| • DMH Parameters 3.8 For Use Of Psychotropic
Medication In Children And Adolescents,
June 19, 2013 | |
| • DMH Parameters For The Use Of Medication
Assisted Treatment In Individuals With Co-Occurring
Substance Use Disorders, October 2013 | |

VII. Quality Improvement

Monika/Jessica

- Consumer Perception Survey Data, August 2012
- Request To Change Provider Report (DMH Policy 200.2) 1st Quarter Data for FY 2013-2014, Service Area 5
- Patients' Rights Binder – web links to PRO documents, manuals, forms, policy & procedures
- QA/QI Binder – web links to documents, policy & procedures, parameters, manuals, etc.

VIII. DMH Policy & Procedure

Monika/Jessica

- Policy No. 200.04, Requirements for Registered Nurses in Order To Conduct A Psychiatric Diagnostic Interview, Effective Date 09-15-13

IX. Next QIC Meeting

Monika/Jessica

The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 07, 2014 from 9:00AM – 11:00AM, at 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066.

LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH

SA 5 Quality Improvement Committee

Minutes

Type of Meeting	Quality Improvement Committee	Date	November 05, 2013
Place	DMH SA5 Administration, 11303 West Washington Blvd., Suite 200, Los Angeles, CA 90066	Start Time	9:00 AM
Chairperson	Monika Johnson; Co-Chair Jessica Wilkins	Adjournment	11:00AM
Members Present	Jesus Morales, Didi Hirsch; Rafael Montoya, Didi Hirsch; Monika Johnson, DMH; Jacquelyn Wilcoxen, DMH; Timothy Beyer, DMH; Thang Nguyen, DMH; Nilsa Gallardo, Edelman - Adult; Patrice Grant, Edelman – Child; Eloisa Ramos Robles, Exceptional Children's Foundation; Linnea Shapiro Fuchs, Exceptional Children's Foundation; David Kneip, Exodus Recovery; Lipton Ellner, Homes For Life Foundation; Susan Osborne, OPCC; Michi Okano, Pacific Asian Counseling Services; Deanna Park, Pacific Asian Counseling Services; Martha Andreani, St. John's CFDC; Brooke Matthews, St. Joseph Center; Libby Hartigan, SHARE; David Tavlin, Step Up on Second; Melissa Fernandez, The Help Group; Cheryl Carrington, Vista Del Mar; Brenda Pitchford, UCLA Ties for Adoption; Elaine Rosa, WISE & Healthy Aging.		
Excused Members	Jessica Wilkins, Alcott Center; Kristi Rangel, Alcott Center; Bryan Sawlsville, Didi Hirsch; Rafael Montoya, Didi Hirsch; Susan Cozolino, DMH, Bonnie McRae, Edelman – Child; LeeAnn Skorohod, Exodus Recovery; Kathy Shoemaker, Exodus Recovery; Grace Shin, OPCC; Sharon Greene, St. John's CFDC; Barbara Bloom, Step Up on Second; Kim Farnham, The Help Group; Keith Miller, WCIL; Jennifer Levine, WISE & Healthy Aging.		
Absent Members	Yvette Willock, Pacific Clinics;		
Agenda Item & Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Call to Order & Introductions	The meeting was called to order at 9:00 am	Introductions were made	Monika Johnson CIC Membership

QIC Meeting

Date: November 05, 2013

Page 2

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Review of Minutes and Handouts	Minutes were reviewed and approved for September, 2013.	Final approved Minutes for July, 2013 were distributed.	QIC Membership
DMH Updates	<p>The Trouble Shooter Foster was updated.</p> <p>Jacquie reported that one of the biggest innovations discussed in the CW All Provider Meeting on 10/31/13 was that providers for children's mental health services will be allowed to open episodes on adults not just for collateral services but for psychotherapy services. She further clarified that the MH services for adults will only be available to caregivers of children already receiving services at that particular agency.</p> <p>Jacquie also reported that contract providers who provided HWLA services will receive a 25% expansion of MediCal funds for FY 2013/14.</p>		Monika Johnson Jacquie Wilcoxon
Quality Assurance	<ul style="list-style-type: none">The Best Way To Document Health and Substance Use, October 7, 2013 <p>Jacquie reported that she had attended the Integrated Care Conference where the power point presentation on how to best document health and substance use was distributed. She summarized some of the major points.</p>	<p>A copy of the Power Point presentation was distributed and had been emailed to providers on October 29th, 2013.</p>	Jacquie Wilcoxon

QIC Meeting

Date: November 05, 2013

Page 3

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> Follow-up on SAS QIC Minutes, July 2013: <ul style="list-style-type: none"> Test Calls Project, 2013 Tim Beyer stated that the Final Report is not yet available. CAEQRO Review Consumer Perception Survey Data Collection, 2013 Tim Beyer reported that the surveys are in process of evaluation. Consumer Perception Survey Data, August 2012 Monika received the data by Legal Entity and distributed it to providers in SAS. Early Prevention, Surveillance, Detection and Treatment (EPSDT), Performance Improvement Plan (PIP, Monitoring and Tracking Report, August 2013. 	<p>Results of the Test Calls Project are not yet available but will be distributed once they become available.</p> <p>Monika sent the email link regarding the Final CAEQRO Report to Providers on 9/16/2013.</p> <p>Results of the Survey Collection will be distributed once they become available.</p> <p>Monika emailed the data to providers on 09/27/13.</p> <p>Monika emailed the link to the EPSDT report to directly operated providers on 9/11/2013</p>	<p>Tim Beyer Monika Johnson</p> <p>Providers</p> <p>Tim Beyer Monika Johnson</p> <p>Providers</p> <p>Providers</p>

QIC Meeting

Date: November 05, 2013

Page 4

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none">o Cultural Competency Minutes and Trainingso State DHCS Update <p>Monika reported that the Final Report is still not available. The QA Division sent a letter to Directly Operated/Contract Providers involved in the State Chart Review on October 22, 2013. It was reported that only providers who had disallowances were receiving the letter in which they were asked to submit a Plan of Correction for all findings and/or disallowances found in their summary report by November 1st, 2013.</p>	<p>Monika e-mailed the flyer to the Rites of Passage - Speaker Presentation, and the web link to the Cultural Competency Committee Minutes to providers on 9/12/2013.</p> <p>The Final Report will be distributed once it becomes available.</p>	<p>Providers</p> <p>QA Division</p>

QIC Meeting

Date: November 05, 2013

Page 5

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none"> • QA Bulletin, October 9, 2013, No. 13-05, Authorized Registered Nurses Monika referred to the QA Bulletin and informed providers that <u>only authorized</u> Registered Nurses (including Nurse Practitioners and Clinical Nurse Specialists) are authorized to use the Procedure Code for Assessments. The clinic's QA staff will be responsible to verify that this procedure code will not be used by unauthorized nurses. • Documentation Training Schedule • Community Outreach Services Manual, December 2010 Michael Lyles, Financial Analyst, SA5 gave a brief overview on COS billing, outlining the differences between Mental Health Promotion and Client Services. <p>Question by Provider: If we triage and complete a COS billing form, and later open a chart on this client, do we need to file the COS form in the chart?</p>	<p>The QA Bulletin, No. 13-05, Authorized Registered Nurses, October 9, 2013 was distributed.</p> <p>The Documentation Training Schedule, revised 10/31/2013 was distributed.</p> <p>Monika will ask the QA Division to conduct a presentation on COS billing in the next SAs QIC and investigate whether any CW COS trainings will be conducted in the near future. The COS Manual was distributed.</p> <p>Monika will follow up with the QA Division.</p>	<p>Providers</p> <p>Providers</p> <p>Monika Johnson QA Division</p> <p>Monika Johnson</p>

QIC Meeting

Date: November 05, 2013

Page 6

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Assurance	<ul style="list-style-type: none">• Medical Recertification Thang Nguyen from the Program Support Bureau reminded Providers to request a fire clearance at least 10 months before recertification in order to prevent any problems or delay with recertification. He also restated that providers need to report any program changes to the District Chief and the Program Support Bureau. Thang further stated that Providers need to make sure that information such as the NPI number matches on the federal, state, and county websites. Should there be any discrepancies, then Providers need to notify the Program Support Bureau.• Healthy Families Report Provider: Do we still need to send the monthly reports for Healthy Family referrals to the CW Division? Jacquie stated that our Child Navigator is still required to send the monthly reports to CW but was not sure if Contract Provider also need to do the same.	Monika will follow up with the CW Division regarding this question.	Monika Johnson

QIC Meeting

Date: November 05, 2013

Page 7

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Office Of The Medical Director	<ul style="list-style-type: none">Parameters 3.8 For Use of Psychotropic Medication In Children And Adolescents, June 19, 2013 Monika stated that the report has been posted on the DMH website. She asked Providers to review this document.	The Parameters from June 19, 2013 were distributed.	Providers
	<ul style="list-style-type: none">Parameters For The Use Of Medication Assisted Treatment in Individuals With Co-Occurring Substance Use Disorders, October 2013 Monika stated that the report has been posted on the DMH website. She asked Providers to review this document.	The Parameters from October 2013 were distributed.	Providers
	<ul style="list-style-type: none">Policy No. 200.04, Requirement For Registered Nurses In Order To Conduct A Psychiatric Diagnostic Interview Monika asked Providers to review the new policy. She also informed Providers that Amy Phan from the Compliance Division will be attending future QIC Chairs Meetings and report on any changes and/or new policies.	The Policy No. 200.04 was distributed.	Providers
Policy/Procedures			

QIC Meeting

Date: November 05, 2013

Page 8

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<ul style="list-style-type: none"> Request to Change Provider Report, 1st Quarter Data, FY 2013-2014 Monika asked providers to review the report and fax any outstanding reports to Ted Wilson. Monika also let providers know that she informed Ted that some of the inactive programs are listed on the report as having outstanding reports. Ted is aware of this error and indicated that the corrections will be reflected on the 2nd Quarter report. Monika also informed providers that Ted Wilson's fax number is (213) 365-2481 and not (213) 365-3481 as previously indicated. Patients' Right's Binder – web links to PRO documents, manuals, forms, policy & procedures Monika reported that she created a content list with DMH web links that will allow providers to access Patient's Rights material very quickly. She recommended for providers to print all material on the content and create a Patient's Rights Binder for field visits. QA/QI Binder – web links to documents, policy & procedures, parameters, manuals, etc. 	<p>The Request To Change Provider Report was distributed.</p> <p>Monika received email confirmation from Ted Wilson that his Fax # is (213)365-2481. Monika forwarded this email to Providers.</p> <p>The content list was distributed. Monika will email the content list with the web to providers.</p> <p>The QA/QI content lists and hard copies for items that are not posted</p>	<p>Providers</p> <p>Providers</p> <p>Providers</p>

QIC Meeting

Date: November 05, 2013

Page 9

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations Actions/Scheduled Task	Person Responsible/ Due Date
Quality Improvement	<p>Monika reported that the QA liaison in SA2 created content lists with web links to various QA and QI documents. She made these two content lists for all service areas available. Monika indicated that providers will be able to create their own QA/QI Binder with the help of these two content lists.</p> <ul style="list-style-type: none"> Access Center Referral Survey <p>Monika reminded Providers that the Access Center Referral Survey form including referral forms and logs will be due on November 25th, 2013 at the SA5 Administrative Office.</p> <ul style="list-style-type: none"> QI Implementation Status Report No. 13.IV.1, October 17, 2013, Medication Support Services <p>Tim Beyer briefly gave an overview of the various revisions to DMH Policies and Parameters regarding medications.</p>	<p>on the DMH website were distributed. Monika will email the content lists with the web links to providers.</p> <p>Monika sent an email with the survey form, referral forms, and logs to Providers on 11/04/13. Monika will collect the requested material and submit it to the QI Division.</p> <p>The QI Implementation Status Report, October 17, 2013 was distributed</p>	<p>Providers</p> <p>Monika Johnson</p> <p>Providers</p>

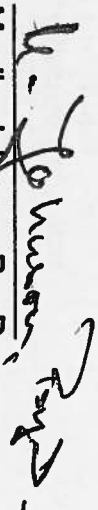
QIC Meeting

Date: November 05, 2013

Page 10

Agenda Item and Presenter	Findings and Discussion	Decisions/ and Recommendations/ Actions/Scheduled Task	Person Responsible/ Due Date
Next Meeting	The next Service Area 5 Quality Improvement Committee meeting will be held on Tuesday, January 07, 2014 at DMH West LA SA5 Administrative Offices, 11303 W. Washington Blvd., Suite 200 in Los Angeles from 9:00AM – 11:00AM	N/A	N/A

Respectfully Submitted,


Monika Johnson, Psy.D.

(Jessica Wilkins, MFT – absent)